

**Type:** Administrative**Authority:** CEO**Resolution No:** MAC-2018/09/18; BMPL 2018-168 on 9-20-18; POL-ADM.2018.97**Associated Documents:****Original Approval:** 9-18-18**Amended On:****Reviewed On:** 5-19-2022**ADM.2018.97.1 Guiding Principle**

This Community Policy sets the guidelines for the CHD's role as steward of TBM cultural and natural heritage and reflects the community's needs and interests in this regard. The CHD is committed to accessibility of the information it maintains and houses through its collection, exhibits, programs, research and publications.

ADM.2018.97.2 Purpose

The Craigleith Heritage Depot community museum is owned and operated by The Blue Mountains Public Library, in partnership with the Town of The Blue Mountains, under the guidance of the appointed Museum Advisory Council. The CHD will collect, curate, research, protect, exhibit and interpret a wide range of historical objects and archival materials for the continued enjoyment and enrichment of the public. The CHD will endeavor to remain relevant to the community through its collection, which is consistent with the organization's mandate, mission and purpose.

ADM.2018.97.3 Responsibility Parties

The community standard is met in cooperation of many parties.

1. The Library Board ensures the vision of MAC is attainable and funded according to the abilities of the Town. They further ensure the health and safety policies for personnel and guests.
2. The Museum Advisory Council regular review of this standard, promotion to community of the activities, and encourage direction and growth of CHD with their participation as volunteers, and on committees – will portion budget funds for promotion and provide access for community engagement processes (strategic plan) and support the volunteer program of the museum through the development of a volunteer policy.
3. The CEO has the responsibility to manage the board plan, budget, policies. The Curator has the direct responsibility to oversee the application of standard and that its intent and objectives are monitored within the museum and of museum collections.
4. The Museum Assistants and Volunteers, ensure all museum programs and activities are accessible and age appropriate for participants, that these programs meet the museum statement of purpose, needs and interests of the community, provide reports/statistics on activities/ accessible content for newsletter, website and social media that meet the needs and interest of the community
5. The Town of the Blue Mountains maintenance team have a direct role, as specified in the MOU, to maintain a healthy and accessible venue for the public and personnel.

ADM.2018.97.4 Governance Training

The CEO and Curator shall jointly

1. provide training, orientation, feed-back and evaluation, equal opportunity, a safe and secure working environment for any staff and/or volunteers it recruits; these procedures are held and updated as needed in administrative records;

2. provide orientation and an information package for every member joining the MAC as well as providing educational and board development tools as appropriate; and
3. provide orientation and an information package for every member joining the parent board of BMPL Board, as well as provide educational and board in servicing as appropriate.

ADM.2018.97.5 Community Voice and Involvement

The CHD

1. seeks representation on the Museum Advisory Council (MAC) board of directors from all the various communities that make up TBM as well as offering opportunities for volunteers through programs and events;
2. promotes and advertises the vacancies for MAC through normal BMPL advertisement and e-blasts;
3. criteria for appointment is clearly set out within the MAC Terms of Reference, which may be updated from time to time, and reflects the MTCS Standards for Board appointment and governance;
4. where appropriate, seeks opportunities to partner with community organizations to enhance our mission throughout, but not restricted to, TBM. An example of this is the marriage with The Blue Mountains Public Library, which occurred in 2016. Other partner opportunities include TBM tourism, festivals, horticultural societies and conservation areas, local Chamber of Commerce, neighbouring Museums and/or historical societies;
5. seeks opportunities to include, incorporate and recognize the full range of individual and community contributions to the Museum e.g. financial, expert, in-kind, consultative, participatory, temporary loans, skills, shared knowledge;
6. maintains year-round hours specific to the four-season needs of the community. These hours shall be determined by the CEO, according to budgets set by the Board and be at the recommendation of the Curator;
7. endeavours to provide an enhanced community presence though collaborating on and presenting special events, programs and Open Houses beyond regular operating hours.
8. continues to develop a broad and informed membership as a two-way communication conduit to the local, and wider, community;
9. reflects the GLAM mission statement and specific museum mandate through creative collaborations on programs and exhibits; and
10. encourages participation and collaborative opportunities for contributions by individual and organizations through community exhibits, school and student participation, workshops, and special creative cultural projects and positive relationships with volunteers.

ADM.2018.97.6 Communication with the Community

CHD shall

1. posts its hours of operation at each of the BMPL sites, on the web-sites, on e-newsletters, and within all social media landing pages. Any change of hours, including closures or adjustment of hours are posted on the same and with notice given on community e-blasts including those of CHD, BMPL and the Town;
2. informs the community of special events, programs, research, community engagement and volunteer opportunities through the methods described above, as well as, wider poster distribution and, where possible, radio and internet announcements and social media;
3. provides opportunities for school or community tours outside regular open hours where appropriate;
4. provides tours off site of local community sites of significance such as fossil tours.
5. creates permanent content via media and film which highlight the history and culture attributes of the places and events of TBM; and

6. makes accessible artifacts in the collection for viewing and research on request as appropriate and available and endeavours to meet or exceed AODA Customer Service standards for visitors.

ADM.2018.97.7 Volunteerism

1. As a community museum, volunteers have a significant role to play. Both CHD and the parent BMPL regularly recognize our volunteers who give of their time and expertise. (See Volunteerism & Placements POL-ADM.2018.44).
2. Volunteerism shall encourage community participation in the activities of the community museum.
3. A volunteer program of CHD shall follow the larger BMPL volunteer statements and include:
 - 3.1. identification and development of volunteer opportunities;
 - 3.2. procedures for recruitment of volunteers;
 - 3.3. matching the needs and interests of volunteers to those of the museum;
 - 3.4. provision of appropriate training and supervision for volunteers;
 - 3.5. provision of a safe and secure working environment for volunteers;
 - 3.6. volunteer evaluation; and
 - 3.7. public and private recognition of volunteers' contributions.

